





**Mayor's Action Center**  
Service Level Attainment Compliance  
January 2015

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Top 5 Service request	Animal (1,142)	Trash (1,024)	Chuckhole (443)	Illegal Dumping (303)	Abandoned Vehicle (201)